

Community Long Term Care has developed practices to ensure the standards defined in the home and community based waiver programs are maintained and quality services are provided to our participants. Two of these practices include monthly quality assurance reviews and monitoring of case managers' documentation. The process for sharing results of these practices, the monthly quality assurance review tool, with compliance rates, and instructions for its use are addressed below.

Quality Assurance Review Process

1. Area office lead team staff submits each case manager's completed monthly quality assurance review form to Central Office. Information is submitted on a monthly basis.
2. Central office staff accumulates each case manager's monthly scores on a quarterly basis.
3. Quarterly accumulated case manager scores are submitted to designated area office staff for distribution to appropriate case management agencies and independent case managers.
4. Timeliness Reports monitoring case managers' documentation are also submitted to area office lead team staff on a quarterly basis.
5. Area office lead team staff distributes Timeliness Reports to appropriate case management agencies and/or independent case managers quarterly.